

# Exhibit N

## Declaration of Claire Marsalis with Tennessee Consumer Complaints



**DECLARATION OF CLAIRE MARSALIS  
DIRECTOR OF CONSUMER AFFAIRS  
OFFICE OF TENNESSEE ATTORNEY GENERAL**

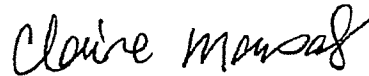
I, Claire Marsalis, hereby state that I have personal knowledge of the facts set forth below, and the facts contained herein are true to the best of my recollection, except for those facts which are alleged to be upon information and belief, and as to those allegations, I hereby certify I believe the same to be true. If called as a witness, I would testify as follows:

1. My name is Claire Marsalis. I live in Tennessee and am over the age of 21. I am the Director of the Division of Consumer Affairs (DCA) with the Office of the Tennessee Attorney General (Attorney General), where I have worked since October 2019. My office address is UBS Tower, 315 Deaderick Street, Nashville, TN 37243.
2. Before working in the Attorney General's Office, I served as Director of Consumer Affairs from May 2018 to September 2019, when the agency was located in the Tennessee Department of Commerce and Insurance. Before I worked in Consumer Affairs, I was the Assistant Director of Communications for the Tennessee Department of Commerce and Insurance from November 2015 to April 2018. My previous job was as the Community Risk Reduction Coordinator for the Fire Prevention Division of the Department of Commerce and Insurance, where I served from March 2012 to October 2015.
3. The Division of Consumer Affairs, now housed in the Consumer Provision Division of the Attorney General's Office, is the state's clearinghouse for consumer complaints about unfair or deceptive business acts or practices. The Division receives and mediates consumer complaints and provides consumer education statewide.

4. DCA's consumer complaints are currently retained for five (5) years after they are closed or resolved. However, older complaints may still be housed in our system. Records are generally purged after January 1st of each year. Our system currently retains consumer complaints dating back at least to August 2016 and possibly prior to that period. Under certain circumstances, such as when the Attorney General has an open investigation of an entity, it may retain records of complaints forwarded to them by DCA that are no longer in DCA's possession.
5. As of January 17, 2022, DCA's records reflect that we have 125 complaints from consumers who have been offered to purchase or have purchased solar systems from Ideal Horizon Benefits, LLC DBA Solar Titan USA, LLC. I have excluded from this number any complaints that consumers did not submit directly to DCA and those complaints from others who have contracted with Solar Titan for matters unrelated to purchasing solar systems
6. These complaints reflect consumers' frustration with solar system performance, the installation process, and representations from the sales crew. I am attaching complaints that consumers have submitted to DCA as of January 17, 2022, as Exhibit A. I have excluded any complaints that consumers did not submit directly to DCA and those complaints from others who have contracted with Solar Titan for matters unrelated to purchasing solar systems.
7. I am one of several custodians of records for DCA. I am familiar with the record-keeping process employed by DCA and attest that all of the aforementioned documents attached to this Declaration have been received, retained, and/or compiled in the course of the regularly conducted business activity of DCA.

8. I have also compiled from DCA's records a list of all the consumers who have submitted complaints to DCA as of January 17, 2022. A copy of the aforementioned list is attached as Exhibit B. I have excluded any complaints that consumers did not submit directly to DCA and those complaints from others who have contracted with Solar Titan for matters unrelated to purchasing solar systems. I have indicated if a consumer in this list has submitted multiple complaints to DCA.

I declare under the penalty of perjury under the laws of the State of Tennessee and pursuant to 28 U.S.C. § 1746 that the foregoing is true and correct. Executed this 30<sup>th</sup> day of January, 2023, in Davidson County, Tennessee.



Claire Marsalis  
Director of Consumer Affairs,  
Office of the Tennessee Attorney General



Submission Time: January 17, 2023 8:54 pm  
Browser: Chrome 109.0.0.0 / Windows  
Unique ID: 1058472384

### Consumer Complaint Process - Acknowledgement

Acknowledge

#### Complainant Information

**Complainant Name** Andrew David Ebner

**Age Range** 40-49

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 1029 Providence Rd  
Cumberland Gap, TN 37724

**Complainant Phone** (423) 489-1003

**Complainant Email** ebner.22@hotmail.com

#### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 414 N Peters Rd  
Knoxville, TN 37922

**Respondent County** Knox

**Respondent Phone** (865) 392-1036

**Respondent Email** customercare@solar titanusa.com

## About the Incident

<b>Incident Date</b>	Mar 05, 2022
<b>Category</b>	40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates**

We had Solar Titan USA come out to our house at 1029 Providence Rd, Cumberland Gap, TN on 3/5/2022. The sales representative, Hannah Freeman, sold us a 8 KW PV system with a 9 kWh battery. The project was financed through a company called Mosaic for \$51,500. The installation of the system took several months, beginning on March 16, 2022 with the installation of the panels on the roof of our garage. Solar Titan USA acted rather quickly to get these panels on the roof, but took a long time and were fairly unresponsive (compared to the communication before the panels were up) to get the system hooked up. The rest of the equipment was installed in May 2022 (at least before 5/18/22). The system passed inspection with the state electrical inspector on 6/2/22, and at that point it was supposedly hooked up to our electrical system and operational. During the sale process for our system, we provided a years-worth of data on monthly electrical usage and cost from Feb 2021 to Feb 2022. The salesperson used that data to calculate the size system that we would need and designed a system that would produce enough to cover our average monthly usage. Our monthly average usage was actually more than the usage for 8 months of the year (April thru November all used less than our average while December thru March used more than our average). So, we were told that this system would produce enough energy in the months of April - November that we'd have excess energy to sell back to the utility company. During the winter months, we'd produce a large portion of our needs and would see a large reduction in our monthly costs that could be recouped by selling energy to the utility in the months we were over-producing.

We were also told that the battery could store energy to power our system for 3 days. The sales representative did explain that during a power outage, we'd only be able to use 4 dedicated circuits, but were assured that during nights when the power wasn't out we'd easily be able to supply all our power and would not be drawing from the grid, except possibly during winter months.

As mentioned above, Solar Titan USA was very responsive during the sales and initial installation process. Once the panels were on the roof, they were very unresponsive and showed little knowledge about the status of our project. At one point, they had the state electrical inspector contact me to set up the inspection. I informed the inspector that our system was not ready for inspection as the whip from the solar panels was hanging off the side of the garage and laying on the ground, not hooked up to the system. When I called Solar Titan USA, they assured me that the solar panels were hooked up to the system (despite me standing there holding the whip as I talked to them), and that the system was ready for inspection. It took several calls to convince them that the system was not in fact ready for inspection and was not hooked up.

Once our system had passed inspection on 6/2/22, our first bill showed a decrease in our usage of just 20 KWh compared to the same month the year prior, despite the month of July historically being well below our average usage that this system was designed to produce. When contacted, Solar Titan USA stated that it can take up to 8 months for the system to "begin working correctly and work out the kinks". Solar Titan USA did offer



to reimburse us that month's utility bill (\$150) and had my wife sign a form stating that we acknowledged this was a courtesy that they were extending to us for that month only. We never received that \$150. Solar Titan USA first stated that maybe the utility did not switch out our meter (which they had), then the utility pointed out that how our system is wired, the energy we may be producing would only be powering our garage, which is detached from our house. Our utility then changed how our power comes into the meter so that it at least could theoretically supply power to the house. This did not make any difference again on our utility bills. The first several months after it was "operational" continued to show minimal changes in our utility bill, and these were all months during which usage was historically well below the designed usage for our system. On September 15, 2022, I contacted Solar Titan USA at 1:07 PM and asked to speak with a manager. I was told that a manager would call me back. After informing the receptionist that I had never received a call back from a manager at Solar Titan USA (and I was calling them almost weekly during installation), I was assured I would receive a call within 24 hours. After not receiving a call within 24 hours, I stopped by their office at 414 N Peters Rd in Knoxville. I met with a business analyst, Chip Mincey, one of the lead electrical technicians, Brian Seal, and a woman named Jessica (never got her last name) who I was under the impression was a manager. This group acknowledged that there was an issue with our system after reviewing the usage data that I provided. They first proposed to move our system's control panel to the power pole that the meter was on, but were then told by our utility that they could not place anything on their pole. Solar Titan USA then ran a CT wire from our house panel to our garage panel to "improve communication of our system". No one at Solar Titan USA could really explain how this would fix the system. As of this date (1/17/23), that has not "fixed" the system.

On 12/14/22, I called Solar Titan USA and spoke with Jessica Powers, a technical specialist, about our system. Jessica requested that I send her our past 6 months of utility bills. During our phone conversation, Jessica stated that she'd review these bills and stated that we were possibly "over sold on our system". When asked what happens if they believe our system is working properly but not producing what we were told it would, I was told that we'd take that up with sales.

I also explained to Jessica that we were told we'd be reimbursed that \$150 that we never received. Jessica then contacted Cheyenne Hayes, a technical support agent, to take care of our reimbursements.

I never heard back from Jessica or Cheyenne after providing the utility bills that they asked for. Toward the end of December 2021, I noticed that the phone system for Solar Titan had changed, and was now even more difficult to contact someone at their office. I then saw on the news that Solar Titan USA was downsizing. On January 6, 2023, I sent an email to Solar Titan USA (customer@solartitanusa.com) stating that we were concerned about the lack of response to our system's performance and that if we did not hear back to this email, we'd have no other choice than to file a complaint to the TN Attorney General's Office. At this point (1/17/23), we have not heard back from that email and have noticed that Solar Titan

USA's number is no longer in service.

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<b>Amount involved?</b>	51500.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	February 2022
<b>Where</b>	online search for "solar panels Tennessee"
<b>What would you like the business to do?</b>	Refund the money we spent for the system and come take back the equipment and fix roof, or fix the system so that it works as they had explained it would when purchased.
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Jessica Powers, Brian Seal, Chip Mincy, Cheyenne Hayes and many others
<b>When did you make contact?</b>	Contract was signed on 3/5/2022. We contacted Solar Titan USA many times from the month of March 2022 to December 2022.
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes
<b>Enter their name</b>	Lisa S Ebner
<b>Phone</b>	(865) 352-9146
<b>Email</b>	lisa.ebner@lmunet.edu
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Internet search
<b>Attachments</b>	
<b>How many files are you uploading?</b>	0
<b>Attestation</b>	
<b>Attestation</b>	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 17, 2023 5:21 pm  
Browser: Chrome 109.0.0.0 / Windows  
Unique ID: 1058410084

## Consumer Complaint Process - Acknowledgement

### Acknowledge

#### Complainant Information

**Complainant Name** Alfreda Beasley

**Age Range** 60 or older

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 1788 Evergreen Road  
Thompson Station, TN 37179

**Complainant Phone** (615) 337-5084

**Complainant Email** able2677@gmail.com

#### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 414 N Peters Road  
Knoxville, TN 37922

**Respondent County** Knox

**Respondent Phone** (864) 392-1036

**Respondent Email** customercare@solar titanusa.com

## About the Incident

<b>Incident Date</b>	Jan 17, 2023
<b>Category</b>	40 - Utilities: Gas/Water/Sewer/Electricity
<b>Give a complete statement of the facts, with dates</b>	<p>I signed a contract with Solar Titan USA for solar panels to decrease the electric bill in my home by more than half of 14 kilowatt hours around the last of July 24, 2022 on a Sunday and I tried to get out of the contract on the but could not speak to anyone until that Thursday. I was told 3 business days were up and it was too late. I was offered a introductory payment for 18 months of the \$314.00 due of 25 years of which I intended to pay it off in about half the time. The solar panels were quickly installed in early August but and Middle TN. electric failed the setup 9.30.2022, Solar Titan so called fix failed again by MTEMC 11.07.2022. I called Solar Titan multiple times following the failure up through Christmas of 2022, I was told due to the holiday season the business was running behind and I was assured someone get to me after the holidays. I called the week after Christmas and was greeted with a voice mail and to contact Solar Titan via email. I was promised by Solar Titan an 18 months promotional loan payments to me personally as S.T. had financed my solar panels through a company called Mosaic of which the \$314.67/month is debited to my checking account. I've only received 2 payments and was told the checks were running behind but they were on the way.</p>
<b>Amount involved?</b>	75000.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	Solar Titan was on the web and was popping up during various commericals.
<b>Where</b>	Middle TN
<b>What would you like the business to do?</b>	I would like to void my contract with this company and the removal of their solar panels and end my financial responsibility to Mosaic b/c I would still be dong business with Solar Titan and they are not a good business model.
<b>Is this an Automobile Complaint?</b>	Yes
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Customer service
<b>When did you make contact?</b>	Multiple times from September through December
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes

Enter their name Jesse P Leach

Phone (615) 945-0645

Have you or the business filed a lawsuit No  
regarding this complaint?

How did you hear about the Division of N/A  
Consumer Affairs-complaint program?

### Attachments

How many files are you uploading? 5

File #1 <https://stateoftennessee.formstack.com/admin/download/file/14022624825>

Supporting text about the file#1 Installation Agreement

File #2 <https://stateoftennessee.formstack.com/admin/download/file/14022624827>

Supporting text about the file#2 loan agreement

File #3 <https://stateoftennessee.formstack.com/admin/download/file/14022624829>

Supporting text about the file#3 18 months promotional payments

File #4 <https://stateoftennessee.formstack.com/admin/download/file/14022624831>

Supporting text about the file#4 Writing agreement for solar panels

File #5 <https://stateoftennessee.formstack.com/admin/download/file/14022624833>

Supporting text about the file#5 Welcome letter to Solar

### Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness  
of the content.



Submission Time: January 17, 2023 4:28 pm  
 Browser: Mobile Safari 16.2 / iOS  
 Unique ID: 1058388819

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Jimmy C Mullins
Age Range	50-59
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	4360 Pulaski Hwy Culleoka , TN 38451
Complainant Phone	(931) 777-9494
Complainant Email	mullamy@wyan.org

### Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 N. Peters Rd Knoxville , TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	customercare@solar titanusa.com

## About the Incident

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**Incident Date**

Aug 28, 2022

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**Category**

40 - Utilities: Gas/Water/Sewer/Electricity

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**Give a complete statement of the facts,  
with dates**

To Whom it may Concern,

On August 28, 2022 we had a sales representative from Solar Titan come to our house. He explained the process with quite a few mishaps. First he said we could have panels installed on our barn which ended up being an extra charge but we were not told about. We were told that another option was to have the panels mounted free standing and he failed to tell us that was also an extra charge. An engineer was supposed to reach out to us prior to install to talk to us about proper placement of our panels but within a week we had an install team at our house. We definitely did not want our new home to have solar panels on the roof however it ended up being our only choice. We were also told by the salesman that the back up battery could be installed in our back bedroom closet which was not an option at all. The system is designed to be installed outside. He never told us that we would have 5 different electrical boxes on the side of our house. Because there was so much disconnect between the salesman information and what we were given I began corresponding with James Maley on September 12th. I spoke to him on the phone and via email. We agreed on a year's worth of monthly payments and a \$1000 reimbursement. He explained to me that checks were cut on the 15th of the month and then mailed out. We were told that we wouldn't make any payments until the system installed and up and running. Mosaic the finance company requested their first payment on October 1st. As of today January 8, 2023 we have only received 1 payment from Solar Titan on November 4th 2022 but have been told by their accounting department that a check for approximately \$1400 has been cut but not yet sent out. We've made 4 payments so far. Our system was no where near finished. The first rough inspection with the state failed for the conduit was installed improperly. There was no system placard. A different technician came out to fix that after a couple weeks. The next rough inspection passed. The next step was to get the commission inspection with TVA Duck River Electric and a rep from Solar Titan. This was on November 21, 2022. This also failed for 3-4 different reasons. Wrong placard for system, wrong size breaker in panel, one service panel is incorrect.

When that failed I sent an email to James Maley again to ask for help but I received an email back that I was blocked from sending to him. My husband has made multiple attempts to contact someone to inquire about when this can be fixed to no avail. The last time we were able to make contact with someone at Solar Titan was the week before Christmas and we were told someone would be contacting us after Christmas to come out to fix the failures. We haven't heard from anyone since and nobody will answer our calls. We've left several messages and received no response. We have contacted the Better Business Bureau to make a complaint and have contacted the Attorney General's office to inquire about our options to get this resolved. We would appreciate getting this matter resolved immediately and expect to receive our payments and the service we purchased within the next 60 days per the arbitration clause in our contract so we can avoid taking this matter to arbitration for resolution. Please respond as quickly as possible so we can get our service we purchased

Sincerely,  
Amy & Jimmy Mullins  
4360 Pulaski Hwy  
Culleoka Tn 38451  
7343418051  
9317779494

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<b>Amount involved?</b>	65000.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	July 2022
<b>Where</b>	Facebook
<b>What would you like the business to do?</b>	I would like them to make good on what they have promised thus far. Get my system up and running properly and also to pay the one year reimbursement money they agreed to pay back in Sept 2022. And also pay the \$1000 they agreed to pay also. If this matter cannot get resolved in a timely matter I would like them to come get their system and get me a full refund of what I have spent thus far. And for them to repair and holes put in my roof and siding from them mounting there equipment to.
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Numerous people. Mostly just customer service operators. None of the departments will take any phone calls.
<b>When did you make contact?</b>	Just tried last week.
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	No
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Internet search

## Attachments

<b>How many files are you uploading?</b>	3
<b>File #1</b>	<a href="https://stateoftennessee.formstack.com/admin/download/file/14022326947">https://stateoftennessee.formstack.com/admin/download/file/14022326947</a>
<b>Supporting text about the file#1</b>	This one is from BBB. Telling me the Solar Titan has not responded.
<b>File #2</b>	<a href="https://stateoftennessee.formstack.com/admin/download/file/14022326949">https://stateoftennessee.formstack.com/admin/download/file/14022326949</a>
<b>Supporting text about the file#2</b>	This is a email that says they mail their checks out on the 15th. We have only received one check.

File #3

<https://stateoftennessee.formstack.com/admin/download/file/14022326951>

Supporting text about the file#3

This is a person at Solar Titan agreeing to pay us \$1000 in addition to the 12 payments.

### Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time:  
Browser:  
Unique ID:

January 17, 2023 3:38 pm  
Firefox 108.0 / OS X  
1058364976

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** Randy & Doris Dahl

**Age Range** 60 or older

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 507 Lazy Ln  
Kingsport, TN 37663

**Complainant Phone** (217) 369-6868

**Complainant Email** dkdahl@illinois.edu

### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 414 N. Peters Rd.  
Knoxville, TN 37992

**Respondent County** Knox

**Respondent Phone** (865) 392-1036

**Respondent Email** info@solar titanusa.com

## About the Incident

<b>Incident Date</b>	Nov 20, 2021
<b>Category</b>	35 - Home Improvements/Home Repair/Home Warranties
<b>Give a complete statement of the facts, with dates</b>	<p>We contracted with Solar Titan USA for a solar energy system for our home on Nov 20, 2021, but to this day the system is not providing energy to our home. We have been making payments on the loan since February 2022. This is a huge financial burden to our family.</p> <p>Solar Titan was scheduled to finish the project on Nov. 30, 2022 (more than one year later), but they were a no-show/no-call. We have not been able to reach them since then. As of today, it appears that Solar Titan has shut off its phones. This greatly concerns us.</p> <p>The salesperson told us that the average installation by his company was 90 days. We also were told it would provide for all of our energy needs. Everything we were told by the company is a lie. We know you are investigating this company's fraudulent practices, and we hope that you will work to make sure that they compensate the consumers they have defrauded. We are left with faulty systems and a 30-year loan, while still paying our power bills.</p> <p>Also, please note that although the solar panels were installed on Dec. 2, 2021, and the electrical and batteries were installed on Feb. 18, 2022, Solar Titan did not apply for a builder's permit from the city of Kingsport until August 2022.</p> <p>The system is not connected to the internet, so we can't see any diagnostics. But the inverter panel tells the story. Any energy that the panels do create is sent directly to the grid.</p> <p>We also have filed a complaint with our lender, Mosaic, but they have not helped in this matter.</p>
<b>Amount involved?</b>	44500.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	2021
<b>Where</b>	Online and TV
<b>What would you like the business to do?</b>	Refund our money or complete our system, including additional solar panels or batteries so that it meets our full energy needs as promised.
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Dale Roden, Brittany, Breeze

**When did you make contact?**

Last contact was in December 2022. They would not answer the phone, would not respond to email or voicemail, and today it is disconnected.

**Is there anyone else with firsthand knowledge of your complaint?**

Yes

**Enter their name**

Josh Dunlap

**Job Title**

home contractor

**Phone**

(217) 840-1264

**Email**

joshuadunlap@hotmail.com

**Have you or the business filed a lawsuit regarding this complaint?**

No

**How did you hear about the Division of Consumer Affairs complaint program?**

Other

**Other:**

Filed previous complaint about Solar Titan USA.

**Attachments****How many files are you uploading?**

0

**Attestation****Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 17, 2023 2:23 pm  
Browser: Chrome 109.0.0.0 / Windows  
Unique ID: 1058329188

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** Christine Christine Dilts

**Age Range** 50-59

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 17330 Central Pike  
Lebanon, TN 37090

**Complainant Phone** (615) 566-8115

**Complainant Email** christinedilts@comcast.net

### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 11205 Outlet Drive  
Knoxville, TN 37932

**Respondent County** Knox

**Respondent Phone** (865) 392-1036

**Respondent Email** customercare@solar titanusa.com



## About the Incident

<b>Incident Date</b>	Jul 16, 1965
<b>Category</b>	40 - Utilities: Gas/Water/Sewer/Electricity
<b>Give a complete statement of the facts, with dates</b>	Signed a contract with Solar Titan USA on 7/1/21 and the solar panels were installed on our house on 9/13/21. To date, the system is not operational and hasn't been approved to run the electrical inspector. We believe most of the parts are installed, but all of the wiring at the panel hasn't been completed. Solar Titan would send an electrician to our home almost monthly, but never finish the task. The last site work was on 12/8/22. Now are calls and emails aren't being returned and it appears that they are now closed.
<b>Amount involved?</b>	103500.00
<b>How did you pay?</b>	Credit card
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	Summer of 2021
<b>Where</b>	Tik Tok
<b>What would you like the business to do?</b>	Finish the sytem or give us enough money back so that we can pay someone else to finish it
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Left a voicemail
<b>When did you make contact?</b>	12/28/22
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes
<b>Enter their name</b>	Ed Dilts
<b>Job Title</b>	Husban
<b>Phone</b>	(615) 394-3126
<b>Email</b>	eddilts@comcast.net
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Radio/TV/news story

## Attachments

How many files are you uploading?

1

File #1

<https://stateoftennessee.formstack.com/admin/download/file/14021447355>

Supporting text about the file#1

Contract

## Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 17, 2023 2:09 pm  
Browser: Mobile Safari 16.1 / iOS  
Unique ID: 1058322014

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Mike Mahon William
Age Range	40-49
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	341 Lakewood Dr Jamestown , TN 38556
Complainant Phone	(931) 310-7323
Complainant Email	mwmahon@yahoo.com

### Respondent Information

Respondent Name	Solar titan usa
Respondent Country	United States
Respondent Address - United States	414 N Peters Road Knoxville , TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036

### About the Incident

Incident Date	Jan 17, 2023
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**Category**

35 - Home Improvements/Home Repair/Home Warranties

**Give a complete statement of the facts, with dates**

On 6-1-2022 I purchased a solar system from Solar Titan USA and Ideal Horizon Benefits LLC. The installation was quick. Subsequently it's been a nightmare since. The company came out and addressed many issues regarding the issues presented to them through the electrical inspector. The last time he came out

**Amount involved?**

54250.00

**How did you pay?**

Other

**Was this product or service advertised?** Yes**When**

All year

**Where**

Facebook and online search

**What would you like the business to do?**

I would either like the business to complete the work contracted and get my solar system functioning or to remove all the equipment installed and restore my house to its original condition before the installation and refund me the out of pocket expenses due to the loan I have been paying on.

**Is this an Automobile Complaint?**

No

**Have you contacted the business?**

Yes

**With whom did you speak?**

Unknown

**When did you make contact?**

December

**Is there anyone else with firsthand knowledge of your complaint?**

No

**Have you or the business filed a lawsuit regarding this complaint?**

No

**How did you hear about the Division of Consumer Affairs complaint program?**

Other agency

**Other Agency:**

Attorney General's Office

**Attachments****How many files are you uploading?**

1

**File #1**<https://stateoftennessee.formstack.com/admin/download/file/14021336535>**Supporting text about the file#1**

Loan agreement

**Attestation**

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**Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.

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Submission Time: January 17, 2023 1:29 pm  
Browser: Chrome 108.0.0.0 / Windows  
Unique ID: 1058301575

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Kelly A Peters
Age Range	60 or older
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	6809 Captains Way Hixson, TN 37343
Complainant Phone	(423) 309-9461
Complainant Email	gmpjr47@gmail.com

### Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 N. Peters Rd Knoxville, TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	customercare@solar titanusa.com

## About the Incident

Incident Date	Sep 14, 2022
Category	06 - Personal & Professional Services/Health Club/Pest Control

**Give a complete statement of the facts,  
with dates**

The incident date is the date I am filing this complaint. The specific instances of failure to perform in a timely manner are listed below. The category of this complaint is failure to perform as stated, failure to perform in a timely manner and over the past month failure to respond to various attempts to contact for service. As I write this my solar panel installation done by Solar Titan is non-functioning although I pay almost \$200/mo on the loan I took out to pay for the equipment. Further, when we were sold ~~this system we were told it would provide ALL of our electricity needs after~~

viewing our monthly EPB bill; in fact at best it has provided about 33% and usually less. Here is the time line:

Sep 2021: salesmen from Solar Titan state that the 4kw system will provide all of our electricity needs AND Solar Titan will have the system installed and operational before the first payment to Mosaic (finance company working with Solar Titan) is due. The first payment was due in March 2022.

Nov 2021: roof mounted solar panels were installed but not the Generac inverter, batteries and other electrical controls.

Dec 2021: Generac electrical control components installed BUT not commissioned for operation; still zero kw from the panels.

April 2022: system is still not commissioned and zero power being delivered even though payments for the loan began in March 2022.

Complained to both Mosaic and Solar Titan.

April 6: so called "final" inspection done by Solar Titan prior to meeting with EBP and getting system fully commissioned.

May 2022: contacted Chattanooga city council (they put me in contact with Dallas Rucker) for help in getting system commissioned; Solar was blaming the city for the delays although I found the city contacts to be very willing and very helpful.

May 23: system is commissioned by Dale Roden (Director of Operations at Solar Titan); this is not really a commissioning because the bi-directional electric meter is not installed.

May 24: EPB met Solar titan at house for commissioning, but we failed because critical loads were not connected. After this Solar Titan did not follow up with EPB for months so final commissioning did not take place till September.

June 6: informed Dale something was wrong with the system because even in bright high noon sun the panels never generated more than 2kw of power which was only 50% of stated capacity. After a few weeks technicians came and repaired some "snaps" on the panel connectors and allowed for the proper amount of power to be generated.

July-Aug: Solar had a "quality check" done followed by a number of items being changed including circuit breakers and how the electrical lines on the road were installed to meet codes.

Aug 25: Solar Titan notified us that a final inspection and final commissioning still to be done;

Sep-Oct: final commissioning done and bi-directional electric meter installed; EPB charges \$165 for "interconnection fee" that Solar Titan is supposed to pay as part of the installation. They never pay this.

Nov 18: email to Dale to ask what Solar Titan is going to do about the failure of Generac batteries to charge at temperatures below 40F. No



response. Customer service is also aware of this and I asked them to inform me as soon as they determine a solutions. They never contacted me either.

Nov 22: I signed up for the TVA DPP program for being compensated for any power feeding back to the grid. (This is a joke now.)

Mid Dec: error message on the Generac Inverter; no power being fed to batteries; called and emailed Solar Titan over following weeks with no response and no correction of the problem. As of Jan 17 still no power being generated.

Dec 30: spoke with Kayla McGriff in customer service about being reimbursed for \$165 interconnection fee and \$169 furnace service fee I paid because Solar Titan reversed the polarity on my furnace and it would not ignite. Both of these I was told would be reimbursed but I have received reimbursement for neither of them. Also told her about the error message on the inverter.

Jan 4: emailed [customercare@solar titanusa.com](mailto:customercare@solar titanusa.com) about error message and the fact I am getting no power. No response. I had also been leaving voice mail messages but then they would no longer accept voice mail.

Jan 9: EPB (John Watts) emailed Kristina at Solar Titan because he had had some luck in her responding and noted to her that my system was down. No response.

Summarizing: I have committed to a debt of \$30,000 for a solar power system that I was told would supply enough power for all of our household needs and especially for critical care needs of my wife such as her oxygen generator and hospital bed. This system will not cover our needs and at this time is not even functioning. The system was not properly running until 10 months after signing the agreement even though we were told it would be up and running by the end of 2021 and this was a significant factor in our deciding to purchase from Solar Titan. Responsiveness from Solar Titan has always been poor once the equipment was installed (and I believe they got the money from Mosaic).

Amount involved? 30000.00

How did you pay? Other

Was this product or service advertised? No

What would you like the business to do? Ideally they would get their act together and start providing timely servicing and response to issues. Failing this they should find another solar provider that can take over all of their customers. With enough of a customer base I believe a solar installer can provide excellent on-going service which is what this business needs right now.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? The names are listed in my complaint.

When did you make contact? The dates or approximate dates are listed in my complaint.

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name Kelly Peters

Job Title Wife

Phone (423) 309-9461

Email gmpjr47@gmail.com

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Radio/TV/news story

## Attachments

How many files are you uploading? 1

File #1 <https://stateoftennessee.formstack.com/admin/download/file/14021024841>

## Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 17, 2023 1:02 pm  
Browser: Safari 16.2 / OS X  
Unique ID: 1058286333

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name David G Gerkin MD

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? Yes

Country of Residence United States

Complainant Address - United States 2300 Lakemoor DR  
Knoxville , TN 37920

Complainant Phone (865) 405-3801

Complainant Email dgerkineye@aol.com

### Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States PO Box 30059  
Knoxville , TN 37930

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email customercare@solar titanusa.com

## About the Incident

Incident Date

Nov 16, 2022

Category

40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates**

We met with the Solar Titan sales representative Jason Horton in November 2020 to consider the installation of a solar system. After his assessment, he told us we had a tremendous solar roof and location. In addition, he gave us all the standard sales information one would expect, including long-term warranties of 15-20 years, excellent service, availability, and all the other installation advantages. Because of the size house and our desire for significant coverage, we elected to proceed with the installation at the cost of \$80,000.

Then began a long, drawn-out series of problems that did not resolve for over a year after the original installation. As a result, I have stored hundreds of emails between Mr. Bissell, the former operations manager, and me. I also communicated with multiple other staff members in my quest for a solution to our problem, which I will summarize very briefly but have documented information that I tend to use in the future if necessary. Finally, at the end of the year plus, after multiple attempts and corrections, problems occurred to be resolved, and for over a year, we had good service, so it was resolved, and I gave them credit.

My reason for this filing is that our central inverter went out approximately 5 to 6 weeks ago, and we contacted Solar Titan. They said the inverter and service were under warranty and would be ordered from SolarEdge, California's equipment provider and monitoring system. It took some time before it was shipped, but Solar Edge was in contact with us all the time, and we were informed of progress. It was finally shipped and has arrived at the Solar Titan warehouse. The impact on my electric bill has been significant since, after the first year and quarter of difficulty and failure, the system has worked well, and we have been pleased. However, when my wife called to check on the scheduling, the receptionist could not give us any information after several calls because she could not contact scheduling, and we would have to call back for that information. We have done that at least 2 to 3 times, but nothing has been forthcoming. To give you an idea of our skepticism and initial problems, I will list those, the ultimate remedies, and why we are so skeptical of our expectations.

As I said, the initial installation was done in November 2020, and the system was turned on three weeks later, but the electrician who worked for you had not come to meet with the city inspector, so we did not have a proper meter. Thus, we could not start using the system. Finally, they made an appointment with the city inspector, and your electrician was to meet with the inspector when he came, but the electrician did not show up. Hence, I did my best to show him our installation, etc., and through my insistence, he approved the meter to be installed.

The first problem was that the information from Solar Titan to KUB was incorrect, and they did not install the two-way meter for approximately 4 to 5 weeks, so we could not account for our solar production. It was finally remedied a month later.

It was also clear that we were not producing what the expectation was and was not storing a sufficient amount of backup in our 2 LG batteries. Multiple attempts were made to check the inverters, and we finally got a separate installation of our nine areas that the batteries would supply. Unfortunately, we had numerous power failures endemic to our site and no backup available.

When I looked at the original information and shade study done by Solaredge etc., I discovered that the initial installation of half of the panels was on the wrong part of the roof. One of your senior technicians came out and, with the drone, made the exact estimate, and it was necessary to move the entire number to another location. It helped but did not satisfy the expected production, and finally, it was required to add more panels as was suggested by Solaredge initially. Many modifications were done, but somehow it could not give Solar Titan or us the predicted result. Finally, your technicians came out and moved some of the panels to a different inverter and then installed the third battery, and we resolved our problem. All of this is over one year of inadequate service. I have multiple documents and emails listing the numerous details of the issues, but finally, the system began to work well.

Approximately two months ago, our central inverter stopped working. It took some time before Solaredge could get it to us, but they were accommodating and directly communicated the progress, and it was finally shipped and arrived. So now we have the inverter at the solar Titan warehouse, but no installation time. Unfortunately, since then, I discovered that the company may be in difficulty and is not servicing its customers, particularly those needing warranty service or repair, but is still selling its product. So the inverter is still in the warehouse for over two months, and we've had no contact and have essentially lost the function of an \$80,000 investment. Even if the company would be able to supply me the inverter I would have to find some installer that would interfere with another installer, particularly one in trouble, to do the installation and follow-up maintenance

PS: the attachments are too busy for understanding but simply demonstrate the warranty product information and the last two clear evidence of difficulty, or it says click here for needed service in the next page says this is no longer in existence.

So as a protected consumer, I am the complaint with the Tennessee consumer protection act managed by the Tennessee Attorney General's office.

David G Gerkin MD

Amount involved?	80000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	Online
Where	Tennessee
What would you like the business to do?	Honor warranty, service and long-term maintenance as promised at installation otherwise return of whatever percentage applicable of initial investment so that I can obtain needed assistance and maintenance from another company
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Receptionist
When did you make contact?	November, December and January
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Joshua Troxell
Job Title	Customer service SolarEdge
Email	joshua.troxell@solaredge.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other
Other:	Experience with State Government

### Attachments

How many files are you uploading?	7
File #1	<a href="https://stateoftennessee.formstack.com/admin/download/file/14020803354">https://stateoftennessee.formstack.com/admin/download/file/14020803354</a>
Supporting text about the file#1	Sales pitch
File #2	<a href="https://stateoftennessee.formstack.com/admin/download/file/14020803356">https://stateoftennessee.formstack.com/admin/download/file/14020803356</a>
Supporting text about the file#2	Installation

**File #3**

<https://stateoftennessee.formstack.com/admin/download/file/14020803358>

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**Supporting text about the file#3**

Warranty

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**File #4**

<https://stateoftennessee.formstack.com/admin/download/file/14020803360>

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**Supporting text about the file#4**

Warranty and correct roof diagram

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**File #5**

<https://stateoftennessee.formstack.com/admin/download/file/14020803362>

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**Supporting text about the file#5**

Warranty info

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**File #6**

<https://stateoftennessee.formstack.com/admin/download/file/14020803364>

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**Supporting text about the file#6**

Contact desk help

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**File #7**

<https://stateoftennessee.formstack.com/admin/download/file/14020803366>

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**Supporting text about the file#7**

Contact desk help no longer in existence

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**Attestation**

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**Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.

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Submission Time: January 17, 2023 1:01 pm  
Browser: Chrome 108.0.0.0 / Windows  
Unique ID: 1058285140

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Clarence S. Workman Workman
Age Range	60 or older
Are you an active duty service member, military dependent, or retired from active duty military service?	Yes
Country of Residence	United States
Complainant Address - United States	6540 Olde Ferry Landing Harrison, TN 37341
Complainant Phone	(423) 344-6223
Complainant Ph Ext	0
Complainant Email	arewana@aol.com

### Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	800 South Gay Street Ste 700 Knoxville, TN 37929
Respondent County	Hamilton
Respondent Phone	(865) 766-4050
Respondent Ph Extension	8653921036

**Respondent Email**

customercare@solartitan.com

**About the Incident**

**Incident Date**

Jan 17, 2023

**Category**

14 - Scams - Imposter Business/Family/Friend

**Give a complete statement of the facts, with dates**

Inverter is off line (solar panels) and can't get anyone here to fix it. November 2022 everything was finally complete after starting in November 2021. No one answers phones and e-mails. Only been active since November 2022. Now all phones have been disconnected.

**Amount involved?**

43000.00

**How did you pay?**

Other

**Was this product or service advertised?** Yes

**When**

2021

**Where**

Facebook

**What would you like the business to do?**

Fix this and make sure our warranty is good for the 10 years at no cost to us.

**Is this an Automobile Complaint?**

No

**Have you contacted the business?**

No

**Is there anyone else with firsthand knowledge of your complaint?**

No

**Have you or the business filed a lawsuit regarding this complaint?** No

**How did you hear about the Division of Consumer Affairs complaint program?**

Internet search

**Attachments**

**How many files are you uploading?**

0

**Attestation**

**Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time:  
Browser:  
Unique ID:

January 17, 2023 12:35 pm  
Chrome 109.0.0.0 / Windows  
1058269422

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** Stephen Daniel Fisher

**Age Range** 60 or older

**Are you an active duty service member, military dependent, or retired from active duty military service?** Yes

**Country of Residence** United States

**Complainant Address - United States** 677 Sam Martin Rd  
Dandridge, TN 37725

**Complainant Phone** (360) 440-6511

**Complainant Email** sjfish3764@gmail.com

### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 414 North Peters Road  
PO Box 30059  
Knoxville, TN 37922

**Respondent County** Knox

**Respondent Phone** (865) 392-1036

**Respondent Email** customercare@solarTitanUSA.com

## About the Incident

Incident Date

Dec 21, 2022

Category

40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts,  
with dates**

Background :

In March 2022, We contacted We located a company out of Knoxville called Solar Titan USA, Which based on its reviews seemed legitimate and could support our needs.

We set up an appointment and on March 15, 2022 we were visited by Sam Vanhooser , Territory Sales Manager and a second gentleman who never really introduced himself and later we found he was the Finance guy.

During our appointment we explained what we wanted in our Solar Units

Off the grid

Whole Home

Battery or Generator Backup

Lower Electric Bill

All of these items we were told they(Solar Titan USA) could do by Mr Vanhooser. We were even told our bill would be at the most \$17.00 as our unit would take care of our needs and we would only have to pay the standard hookup fees that AEC Charged,

Mr Vanhooser during our talk mentioned how he was prior Military , like myself and that gave me a sense that he was being upfront and honest with us.

We signed an Installation agreement and were told Engineers and Electricians would be creating plans for our needs and would be contacting us on our installation.

During the week of March 21, 2022 we got a phone call that an installation team would be in the area on March 25 and wanted to start our installation, I asked if the engineers had approved our installation and was told yes and the team would explain it on arrival.

On March 25 a team showed up to start installation of our panels , but no Engineers were present or identified. The Group was a team of 3 guys. 20 panels were installed , as this was going on one individual started working in my Electrical panel , he asked me to identify 4 circuits on my box that would be dedicated circuits for Solar , I was thinking this was part of the whole house hook up and picked 4 areas that met their needs, I was surprised that items like my heating system , Stove and hot water tank was not allowed on this dedicated circuits but I was still under the impression , I had a Whole home system being installed.

After this install was completed I was told it would be a week to 10 days before I would get a final inspection setup . About a month passed and I contacted Solar Titan USA and was told they had a backlog of inspections and the issue was with the State and AEC ( Appalachian Electrical Co-op) our power company.

Finally in Late May , The Installers arrived , shortly by a Solar Titan Rep , An AEC Representative and an Inspector. They looked at the system and placed it in service.

We were told to monitor our bill for about 3 months which we did, but after 3 months we noticed no change to our electric bill, in fact our bill had gone up, I called Solar Titan in Late Aug 2022 and I was told that AEC had raised its rates and it was probably offsetting our savings, but I was also told that our system was calibrated to California Homes and to monitor our bill and if we saw no change I was to call them back and an engineer would assist and get our unit properly calibrated to Tennessee.

---

I followed up in Sept 2022, a technician named Joe on the Phone, He assisted us and had our system recalibrated, this changed nothing as our bills in November and December were 2 of our highest bills since we moved into our home in August 2021.

**Our Incident:**

On Dec 19, We started to have electrical fluctuations in our home, which at first glance we thought we possibly power surges from AEC, we thought our kitchen Circuit breaker in our Electrical box was tripped and we reset it, This did not change what we were seeing, Our Dishwasher, and Refrigerator as well as our Vacuum Cleaner which was in use kept cycling, after we tripped reset the breakers these fluctuations stopped.

On Dec 21 at around 5:30 once again we started have power fluctuations again, but this time we also observed our lights in the kitchen area flickering, as well as some of the lights in the house, BUT NOT all of the light we flicking, This flickering was almost like a Surge, The lights would dim and then get bright and this was happening for almost 45 minutes. I started to notice that these power fluctuations were only occurring on the "Dedicated Solar Powered Circuits" throughout the house.

We Called Solar Titan USA and we got an Answering service. I was told my message would be given to the office in the morning. Knowing we had an issue.

I then contacted Generac, as it was their equipment that was installed, and they had a support phone number I could call. I was able to talk with a technician who explained what I was seeing and wanted to check my system online, but since my Internet was on a Solar dedicated circuit it was not functioning.

She had me walk through what I was seeing on the Power Inverter outside. It was at that time, I could both see and hear what sounded like Electrical relays chattering and this was at the same time my lights in the house were flickering. The technician walked me through a shut down procedure and restore which at that time changed nothing in the house, It was at this time I told her I was Uncomfortable performing any more of these troubleshooting steps as I felt she wasn't sure what this could do within my home, We did one more power sequence on the Power Inverter at which time my lights in the Kitchen surged and got super bright then we lost our Kitchen Lights. The Technician then made a comment that she thought

our problem was being caused by the AEC Grid Voltage being too low, I told her I doubted this as i saw NO issues within the house on the NON Solar Dedicated Circuits, , I then used my Multimeter and I plugged it into one of the Outlets and I observed AC Voltages of 66 to 244 and back to 120 VAC . I went to an outlet that was not solar dedicated and saw no issues with 120 VAC. At this time I told her I wanted this problem escalated to her supervisor.

It was while I was on hold that I started looking for extension cords so I could get items like my Refrigerator and Freezers Powered as I had NO confidence with the Solar Grid Powered Circuits. I was on hold for over 20 mins and I gathered enough cords to plug in out Refrigerators and Freezer.

The Fire and Shock:

I walked into our Mudroom which contained our Power Box , There i saw a Plume of White Smoke in the room that was trailing out of the Power Box and was layered in the room about Ceiling to 4 foot high in the room. As I entered there was a very acrid odor in the room. I called up to our family that we had smoke and a possible fire in the power box , at this time , I took that cover off the box and saw what appeared to be a white cable inside the box sitting low in the box, I found this strange and as i was observing if this cable was live , My Index Finger on my right hand came in contact with the box and I felt a slight and unexpected Shock at which time I pulled away and we treated the box as HOT.

It was shortly after this happened that a Generac Manager came on line and I informed her what had happened and I demanded she walk me through her procedure to disconnect and power down this system, She walked my through the procedure and system was powered off and I had NO Lights on the battery and the disconnects to the house we opened . I was on the phone with Generac for almost 1 hour and 29 Mins'

I contacted my Electrician and Told him what had just happened. I wanted him to come by and perform an Electrical Assessment of our Power panel and see if there were any issues based on the Smoke and Possible Fire in it.

Around 10 AM on Dec 22, 2022, I contacted Solar Titan as I did not get any phone calls from them, I spoke with a Diana from Customer Care , I was told a technician from Richmond Va was on route to our home but it could be a while , about an hour later I got a VM that he was about 20 mins away and he was coming from Richmond Kentucky not Virginia.

Around Noon my Electrician arrived and he started to do an assessment of the Box and shortly after the Solar Titan Group of 2 Arrived on scene. I spoke with Jason Thompson , and he told me he was sent by his supervisor ( need name ) to DISCONNECT MY SYSTEM . It was at that time we opened the outside Power Inverter Box and Black Flakes when located inside the box and there was also a strong Acrid Burnt Electrical Smell emanating from within this unit. It was at this time I was told by Jason that with what was going on he deferred to my electrician to do the

disconnect as he was NOT a Qualified Electrician and just a Trained Solar Titan Technician. I directed my Electrician to process but I wanted Jason to be accountable as Solar Titan USA OnSite representative. With Jason providing some references to my Electrician our Solar Electrical System was totally disconnected and removed from our power box.

As Jason was looking at the Panel wiring he told me " I'm Lucky to be alive" he said " There are some wires he that will shock you, That One Wire could of Killed me " Jason continued to do some checks but couldn't really do Much as the Power Convertor was a Sealed unit but he didn't understand why the fuses in the power never blew . he talked with Solar Titan and he talked with a Generac Resolution manager named Ashley ( 262-544-4811 ext 5638) and he provided he some information over the phone.

When Jason departed our property he told me this system was NOT properly installed and that Solar Titan USA had some bad installers who have now been fired. But he also Did Not understand why the Generac Power Inverter Unit didn't Blew any internal Fuses.

He said he was going to get this report to Solar Titan. I should expect a Phone call in a few days

#### SOLAR TITAN USA FOLLOWUP:

To Date I have had NO Return Calls from Solar Titan USA , I have been unable to contact Solar Titan USA via Phone (865-392-1036)or Email. I have made Phone calls since Dec 22 2022 , daily and I have a Record of these calls , From Dec 22 through Dec 27, I was able to leave a message , but on Dec 27 , the message would not prompt you to leave an actual message , Then on January 13 , The Phone calls do NOT go through and the call ends. I have read reports from others that the number no longer works

On 1-6 I started calling MOSAIC the Loan Company (855-746-7849)who processed and manages my \$ 57, 000 Loan and all I get is a run around , I filed a Complaint # 02995779 , On Jan 10 , I received an Email and it said my complaint was resolved as MOSAIC in an Email said that Solar Titan USA had called us , and they provide me with the 865-392-1036 number , I called MOSAIC and informed them this number does not work , a MOSAIC case worker (Shanike) Gave me a new number to contact Solar Titan USA and that Number was the MOSAIC Number ????. I was placed on hold and after 20 mins the call ended, I received NO phone call back from her.

On 1-14 @ 4:30 PM I called MOSAIC again I talked with Case Worker (Shackria), ; I again Explained our situation and a NEW Complaint against Solar Titan USA was filed Case # 03020899.



<b>Amount involved?</b>	57000.00
<b>How did you pay?</b>	Check
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	Jan - March 2022
<b>Where</b>	Facebook
<b>What would you like the business to do?</b>	<p>I want this system removed from our home.</p> <p>I want our Loan Cancelled and all my funds returned</p> <p>I want reimbursed for the Amount of 825.72 for the Electrician who came and did the rwork that Solar Titan USA did not want to do since he wasn't qualified.</p> <p>Pay for a New Dishwasher and Refrigerator, as they are both not functioning properly after the Incident on Dec 21.</p>
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Dianne Customer Care Solar Titan USA
<b>When did you make contact?</b>	Dec 22, 2022
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes
<b>Enter their name</b>	Vonna J Fisher
<b>Job Title</b>	My Wife
<b>Phone</b>	(360) 440-6512
<b>Email</b>	joschmo0620@gmail.com
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	Yes
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Word of mouth
<b>Attachments</b>	
<b>How many files are you uploading?</b>	0
<b>Attestation</b>	
<b>Attestation</b>	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 17, 2023 12:31 pm  
Browser: Chrome 108.0.0.0 / Windows  
Unique ID: 1058267399

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** Amelia Lynch Lynch

**Age Range** 60 or older

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 26 Linder Lane  
Brush Creek, TN 38547

**Complainant Phone** (615) 427-0182

**Complainant Email** lyncha58al@gmail.com

### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 414 N Peters Rd.  
Knoxville, TN 37922

**Respondent County** Knox

**Respondent Phone** (865) 392-1036

**Respondent Email** customercare@solar titanusa.com

## About the Incident

<b>Incident Date</b>	Jan 17, 2023
<b>Category</b>	35 - Home Improvements/Home Repair/Home Warranties
<b>Give a complete statement of the facts, with dates</b>	<p>We purchased a 4KW Solar system for our home from Solar Titan USA on 4/4/2022 for \$38,500.00. The solar panels were installed on April 25, 2022. The Generac system was installed on May 3, 2022. The system failed the 1st state inspection on May 26, 2022. Techs from Solar Titan came out to fix the problems on June 17th and on June 20th and July 16th to fix what the state Inspector required. State inspector came out on July 26th and failed the system again. August 17, 2022 and September 23rd Solar Titan techs were out again to fix failed issues. State Inspector came out on September 27, 2022 and passed the system with 2 exceptions. Solar Titan techs were back out on October 17th for the 2 exceptions. The state Inspector was out on October 27, 2022 and failed the system again. Solar Titan scheduled a commissioning the system on December 2, 2022. A solar Titan tech, a state inspector, a TVA inspector and an Upper Cumberland Electric inspector were all present. The system failed miserably. The Upper Cumberland Electric inspector pad lock the solar box. Solar Titan contacted me to schedule techs to come out and fix the problems but they did not have the failed commission test results, neither did I. I asked them to wait until they had received the failed report and then come out and fix everything at one time. That is the last time I have had any contact with Solar Titan. Now when you call you get a constant busy signal. We have since paid off the system and we own it free and clear and it still is not working.</p>
<b>Amount involved?</b>	38500.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	spring of 2022
<b>Where</b>	TV, internet
<b>What would you like the business to do?</b>	properly fix the system to work and pass the state of Tennessee, TVA and Upper Cumberland Electric requirements!
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Hannah - head of scheduling and Ashley Johnson in the inspection dept.
<b>When did you make contact?</b>	December, 2022

Is there anyone else with firsthand knowledge of your complaint? Yes

Job Title Lynn McHenry, State Inspector; Kyle, State inspector; Tracey Loftis, State inspector; Larry Fleming,

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Radio/TV/news story

### Attachments

How many files are you uploading? 0

### Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time:  
Browser:  
Unique ID:

January 17, 2023 12:31 pm  
Mobile Safari 16.2 / iOS  
1058267151

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Lori Ann Jacobs
Age Range	60 or older
Are you an active duty service member, military dependent, or retired from active duty military service?	Yes
Country of Residence	United States
Complainant Address - United States	2596 Highway 68 Niota, TN 37826
Complainant Phone	(423) 404-3343
Complainant Email	loriduker5@bellsouth.net

### Respondent Information

Respondent Name	Solar Titan
Respondent Country	United States
Respondent Address - United States	414 Peters Rd Knoxville, TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	customercare@solar titanusa.com

## About the Incident

Incident Date	Jan 17, 2023
Category	33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales
Give a complete statement of the facts, with dates	On 4-11-2022 we signed a contract with Solar Titan to install solar panels and battery backup. The system was installed June of 2022. Everything was working fine until December of 2022. The system went down about the 16 of December and has not been operating since. Made contact with Solar Titan on the 18 of December and were told it was Generacs problem but they would be sending an employee to fix the system. We have not been able to contact Solar Titan since. We have contacted Generac today 17 January 2022 and were told they were trying to find someone to help us.
Amount involved?	64000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	May 2022
Where	Internet
What would you like the business to do?	Repairs or remove it and refund our money.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Unknown
When did you make contact?	18 December 2022
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Samuel R Jacobs
Job Title	N/A
Phone	(423) 404-3343
Email	loriduker5@bellsouth.net
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	N/A

## Attachments

How many files are you uploading?

0

## Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 17, 2023 11:45 am  
Browser: Chrome 108.0.0.0 / Windows  
Unique ID: 1058242676

### Consumer Complaint Process - Acknowledgement

Acknowledge

#### Complainant Information

**Complainant Name** Maurica Needham Needham's

**Age Range** 60 or older

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 543 Co Rd 436  
Athens, TN 37303

**Complainant Phone** (423) 887-3892

**Complainant Email** mauricaneedham@yahoo.com

#### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 414 North Peters Rd  
Knoxville, TN 37922

**Respondent County** Knox

**Respondent Phone** (865) 392-1036

**Respondent Email** customercare@solar titanusa.com



## About the Incident

<b>Incident Date</b>	Jan 17, 2023
<b>Category</b>	33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales
<b>Give a complete statement of the facts, with dates</b>	Purchase solar panel system from Solar Titan USA in January 2022. They first installed the solar panels on the roof. then throughout the year they installed the system but had problems with it functioning properly. they began replacing or adding parts to try and correct the problem but never resolved the issue with what they called the ATS, Automatic Transfer Switch, which transfers the power from electricity to solar power automatically when there is a power outage, then back to electricity when the power is restored. They claimed to have solved the problem by replacing the core in the ATS but had to wait on the part to be delivered. In the meantime they came and replaced connectors or clips as they called them between each panel on the roof. The last time they came in 2022 they installed two boxes inside the house in order to pass inspection with AUB, Athens Utility Board in order to be able to turn system on once the repairs were made. The system has been locked out by AUB ever since with no solar power or battery charge.
<b>Amount involved?</b>	50000.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	No
<b>What would you like the business to do?</b>	Finish what they started. Fix the problem with the ATS and pass inspection and put the system into operation.
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Tried to call several times no answer now out of service
<b>When did you make contact?</b>	Didn't no answer no voice mail out of service
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	No
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Radio/TV/news story
<b>Attachments</b>	
<b>How many files are you uploading?</b>	0

## Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time:  
Browser:  
Unique ID:

January 17, 2023 11:38 am  
Chrome 109.0.0.0 / Windows  
1058239177

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** Samantha E Dutton Dutton

**Age Range** 50-59

**Are you an active duty service member, military dependent, or retired from active duty military service?** Yes

**Country of Residence** United States

**Complainant Address - United States** 1591 Brown Trace Road  
South Pittsburg, TN 37380

**Complainant Phone** (423) 837-6862

**Complainant Email** samdutton68@gmail.com

### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 414 N Peters Rd  
Knoxville, TN 37922

**Respondent Phone** (865) 392-1036

**Respondent Email** customercare@solar titan.com

### About the Incident

**Incident Date** Mar 01, 2022

**Give a complete statement of the facts, with dates**

We engaged Solar Titan USA to provide solar panels and a solar systems with batteries for our residence. In the contract we were guaranteed 50% to 90% of our bill reduced. It took months for the system to be installed or operational. We even had to begin paying for the system before it was installed because the financing company had agreements with Solar Titan and we had to start paying in 90 days. Solar Titan said they would give us two month free for the issue, but we never received it. Once operational, the system said it was producing, but the system did not lower our bill at all. When we engaged Solar Titan they first said we should wait a year. We pressed and said, it isn't working at all. They finally agreed to send out additional panels and check the system. Additional panels were added and the system was checked to no avail. We still see no reduction in any bill, we have contacted our local electrical to receive evidence there is no power going back as well. Also during electrical outages, the system is not working at all. Nothing is working. We again filed multiple tickets, the latest in October of 2022. We spoke with Solar Titan in November, they claimed to be researching the issue. Again in December we called back at the beginning of December and then the last week of December. Both times were told they are working on the issue with thier backend technical folks. In January, they no longer answered the phone and when you attempt to leave a message the phone call is dropped. Multiple emails to customercare are not answered. As of today the 17th, the phones are not in services. This article pretty much somes up the issues:  
<https://www.wbir.com/article/news/investigations/solar-titan-phone-number-no-longer-works-update-on-january-16-2023/51-07186a2e-ea55-4061-81a0-e32ac5d1dd95>

We are not stuck with \$50,000 financed for no product. We assume we can't stop paying the bill or our credit will go into the toilet and they will put a lean on our house. We are at our wits end with no where to turn and any help appreciated.

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<b>Amount involved?</b>	50000.00
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<b>How did you pay?</b>	Other
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<b>Was this product or service advertised?</b>	Yes
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<b>When</b>	January 2022
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<b>Where</b>	Online Advertisement for Solar in your area
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**What would you like the business to do?**

At this point, I would rather just get my money back. The system doesn't work at all, I have had a horrible time with Solar Titan, do not trust them, I have paid for a year for a non working system. Please have them refund and take back their system, or Ill buy what is on my house at a reduced cost. It isn't work \$50,000. I think this company is a SCAM!

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**Is this an Automobile Complaint?**

No

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**Have you contacted the business?**

Yes

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**With whom did you speak?**

Multiple people including a VP

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**When did you make contact?**

Multiple times over the last year. Phone, email, customer care, VPs, you name it

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**Is there anyone else with firsthand knowledge of your complaint?**

Yes

---

**Enter their name**

Andrew Dutton

---

**Job Title**

Cybersecurity Architect

---

**Phone**

(423) 355-1311

---

**Email**

andrewdutton13@gmail.com

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**Have you or the business filed a lawsuit regarding this complaint?**

No

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**How did you hear about the Division of Consumer Affairs complaint program?**

Internet search

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## **Attachments**

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**How many files are you uploading?**

0

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## **Attestation**

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**Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.

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Submission Time: January 17, 2023 11:01 am  
Browser: Chrome 108.0.0.0 / Windows  
Unique ID: 1058218834

### Consumer Complaint Process - Acknowledgement

Acknowledge

#### Complainant Information

Complainant Name JILL LEVIN

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 1812 SAINT IVES BLVD  
ALCOA, TN 37701

Complainant Phone (865) 243-7035

Complainant Email espyrules@outlook.com

#### Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N. Peters Rd  
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

#### About the Incident

Incident Date Jan 17, 2023

**Category**

40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates**

Contacted Solar Titan on January 14, 2022 for Home Solar. Arrived at a deal for 6v, inverter and battery and panels for 59,500. paid 29750. Panels were put in soon after. Then, nothing. I repeatedly called. Finally on 4/16/2022 they came back out and started system, I paid balance of 29750. System not working, battery dead, internet connection not working. Over next 3 months various service calls. Finally it appeared to be working (?) but definitely not the savings expected or "sold" to me. In November I received notification from TVA that they never received a document from Solar Titan to establish what is called a DPP program. I called them and basically got the run around. I called today to follow up and guess what number is disconnected!!!! I also received my utility bill for the month ending 12/13/2022 and there is no way that solar power is reflected on my bill. I live alone, was away for 10 days and the electricity cost alone was \$200 (pre polar vortex). Part of my call was for someone to come and check to see if the system was still working. I cannot tell by reading the output on the inverter and the APP I was given to show my stats has basically deleted me (PWRview by Generac).

<b>Amount involved?</b>	59500.00
<b>How did you pay?</b>	Cash
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	January 2022
<b>Where</b>	internet, facebook
<b>What would you like the business to do?</b>	get my system working and maintain it
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Several Customer service reps
<b>When did you make contact?</b>	so many times impossible to list
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	No
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Internet search

## Attachments

How many files are you uploading? 0

## Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.





Submission Time: January 17, 2023 9:40 am  
Browser: Chrome Mobile 102.0.5005.125 / Android  
Unique ID: 1058175014

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Joshua P Ivey
Age Range	30-39
Are you an active duty service member, military dependent, or retired from active duty military service?	Yes
Country of Residence	United States
Complainant Address - United States	335 Reins Ct Bremen, GA 30110
Complainant Phone	(678) 386-9373
Complainant Email	Iveyj88@yahoo.com

### Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 N Peters Rd Knoxville, TN 37922
Respondent Phone	(865) 392-1036
Respondent Email	media@solar titanusa.com

### About the Incident

Incident Date	Jan 17, 2023
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**Category**

40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates**

I bought a solar system back in march of last year. Took them til may to install and until july to turn the system on. While installing they cut a big hole in my wall and said they would get a contractor to fix it, never had happened. I talked to them 4 times about this since then. Also they installed the batteries outside and they need to be inside. They have stopped answering phone calls at all.

**Amount involved?**

40000.00

**How did you pay?**

Other

**Was this product or service advertised?** No**What would you like the business to do?**

I want them to fix the damage for free and move the batteries inside like they said they would. If they don't fix the issues I want them to remove the system and return my money.

**Is this an Automobile Complaint?**

No

**Have you contacted the business?**

Yes

**With whom did you speak?**

Sandy Brandt

**When did you make contact?**

June2022

**Is there anyone else with firsthand knowledge of your complaint?**

Yes

**Enter their name**

Courtney Foss

**Email**

courtneyfoss@solar titanusa.com

**Have you or the business filed a lawsuit regarding this complaint?** No**How did you hear about the Division of Consumer Affairs complaint program?** N/A**Attachments****How many files are you uploading?**

1

**File #1**<https://stateoftennessee.formstack.com/admin/download/file/14019217604>**Supporting text about the file#1**

Hole in the wall that they cut to run wire

**Attestation**

**Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.

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Submission Time: January 17, 2023 10:18 am  
Browser: Chrome 109.0.0.0 / Windows  
Unique ID: 1058195108

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** kathryn swicegood

**Age Range** 60 or older

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 740 Swicegood Rd  
740 Swicegood Rd  
Crossville, TN 38571-1089

**Complainant Phone** (931) 200-8812

**Complainant Email** vkswicegood@gmail.com

### Respondent Information

**Respondent Name** Solar Tital USA

**Respondent Country** United States

**Respondent Address - United States** 414 North Peters Rd  
Knoxville, TN 37922

**Respondent County** Knox

**Respondent Phone** (865) 392-1036

### About the Incident

<b>Incident Date</b>	Jan 17, 2023
<b>Category</b>	35 - Home Improvements/Home Repair/Home Warranties
<b>Give a complete statement of the facts, with dates</b>	I was sold an 8K solar system in March of 2022. I was told it would take several months for full installation, which it did. The solar system was turned on at the end of May 2022. The panels did not produce much if any power and i was still getting high electric bills. I contacted STUSA numerous times and was told it was a Generac problem and that STUSA was working on it. This took several more months. STUSA did send a team to add SNAPS to the panels which was suppose to repair the problem, this was early November 2022. The problem has not been fixed and i am still getting high electric bills. I have attempted to reach STUSA many times since and cannot get return calls.
<b>Amount involved?</b>	60000.00
<b>How did you pay?</b>	Cash
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	January 2022
<b>Where</b>	television
<b>What would you like the business to do?</b>	Fix the problem and make the panel produce the power i was promised OR refund my investment
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>When did you make contact?</b>	June, July, August, September, October, November, December 2022
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes
<b>Enter their name</b>	John Carol
<b>Job Title</b>	Sales Manager STUSA
<b>Phone</b>	(865) 392-1036
<b>Email</b>	johnc@solar titanusa.com
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Internet search

## Attachments

How many files are you uploading? 0

## Attestation

**Attestation** By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 17, 2023 9:58 am  
Browser: Mobile Safari / iOS  
Unique ID: 1058184556

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

<b>Complainant Name</b>	Celeste Redding Aguado
<b>Age Range</b>	60 or older
<b>Are you an active duty service member, military dependent, or retired from active duty military service?</b>	No
<b>Country of Residence</b>	United States
<b>Complainant Address - United States</b>	2234 Fox Run Dr Signal Mountain, TN 37377
<b>Complainant Phone</b>	(404) 538-7415
<b>Complainant Email</b>	celesteaguado@bellsouth.net

### Respondent Information

<b>Respondent Name</b>	Solar Titan USA
<b>Respondent Country</b>	United States
<b>Respondent Address - United States</b>	414N Peters Rd Knoxville, TN 37922
<b>Respondent County</b>	Knox
<b>Respondent Phone</b>	(865) 392-1036
<b>Respondent Email</b>	customercare@solar titanusa.com

## About the Incident

**Incident Date** Jan 17, 2023

**Category** 40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates** My husband, Mike Aguado, and I purchased a solar system in sept 2021. The system was supposed to generate over 70% of our power. We financed the system through ST/Mosaic.

The system produces less than 30% of our power to date. ST did install addition panels as they acknowledged their poor calculation, but the standard is still unmet.

In addition, when we recently had an issue with the system, we could not make ANY contact with the company. We tried phone calls, emails, txt messages, and I even placed a not on one of the officer's front door (Dale Roden)!

We wish to 1)rescind the agreement and remove all equipment at their cost, 2)make the system function as promised, which we were verbally promised by Dale Roden), or 3) let the equipment stay but forgive the loan.

**Amount involved?** 30000.00

**How did you pay?** Other

**Was this product or service advertised?** Yes

**When** Sept 2021

**Where** Cannot recall

**What would you like the business to do?** See above. The outcome MUST include us NOT paying for an unsupported system that fails to produce

**Is this an Automobile Complaint?** No

**Have you contacted the business?** Yes

**With whom did you speak?** Not able to get a response from anyone

**When did you make contact?** Na

**Is there anyone else with firsthand knowledge of your complaint?** Yes

**Enter their name** Mike A Aguado

**Phone** (404) 538-7414

**Email** maagua1@gmail.com



Have you or the business filed a lawsuit No  
regarding this complaint?

How did you hear about the Division of Other  
Consumer Affairs complaint program?

Other: General knowledge

### Attachments

How many files are you uploading? 3

File #1 <https://stateoftennessee.formstack.com/admin/download/file/14019354450>

Supporting text about the file#1 Confirmation letter

File #2 <https://stateoftennessee.formstack.com/admin/download/file/14019354452>

Supporting text about the file#2 Mosaic loan document

File #3 <https://stateoftennessee.formstack.com/admin/download/file/14019354454>

Supporting text about the file#3 Installation agreement signed with sales rep

### Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness  
of the content.



Submission Time: January 16, 2023 10:17 pm  
Browser: Chrome Mobile 108.0.0.0 / Android  
Unique ID: 1058035906

## Consumer Complaint Process - Acknowledgement

### Acknowledge

#### Complainant Information

**Complainant Name** Stephanie Strang Strang

**Age Range** 50-59

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 551 Dykes Hollow Rd  
#598  
Tracy City, TN 37387

**Complainant Phone** (609) 661-1760

**Complainant Ph Ext** 6096611760

**Complainant Email** stephstrang518@gmail.com

#### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 414 N Peter's Rd  
Knoxville, TN 37922

**Respondent County** Knox

**Respondent Phone** (865) 392-1036

## About the Incident

<b>Incident Date</b>	Jan 16, 2023
<b>Category</b>	40 - Utilities: Gas/Water/Sewer/Electricity
<b>Give a complete statement of the facts, with dates</b>	<p>We do not get any answers. Not saving money. Pay \$201.00 a month for solar still paying the same price for electric, so now paying over \$500.00 a month for electric. Had to pay electrician come 3 times to undo what there employees did in electric box so I could have internet so I could work as I work from home. The inverter has blown 3 times, 1 time cause side of house smoking and 2 outlets fried in house which blew up tv. We were advised in October they would be coming back to replace door cover as light indicators don't work. No one has called, come to replace it or return phone calls.</p> <p>We have been waiting to be provided link to log in to see our usage and if there is anything that needs to be addressed, was advised we are active and we were billed before it was even commissioned. I have yet to get the link for my solar usage account. We were told we were commissioned in September 2022 but we have been paying since February of 2022.</p>
<b>Amount involved?</b>	35500.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	Yes
<b>Where</b>	Internet
<b>What would you like the business to do?</b>	Take the solar and all equipment out. Repair holes in the siding and replace siding. Pay us all funds we have already paid for this awful investment if that's what they call it
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Just get answering service
<b>When did you make contact?</b>	2 weeks ago
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	No
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Radio/TV/news story

## Attachments

How many files are you uploading? 0

## Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 16, 2023 6:13 pm  
Browser: Chrome 108.0.0.0 / Windows  
Unique ID: 1057980564

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Nanette L Slomski
Age Range	50-59
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	184 Cedar Circle Powell, TN 37849
Complainant Phone	(865) 310-5621
Complainant Email	nancy_light@trimble.com

### Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 North Peters Rd Knoxville, TN 37932
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	customercare@solar titanusa.com

## About the Incident

**Incident Date** Mar 04, 2022

**Category** 35 - Home Improvements/Home Repair/Home Warranties

**Give a complete statement of the facts, with dates** Purchased 3/4/2022 However, as of today date 1/16/2023 our system is still not running. We are making these payments to Solar Titan along with our full electric bill.  
Panel installed around 4/28/2022  
June 2022 State Electrical Inspection. Needed smoke detectors and more labeling  
We felt like we had forward progression until this point. However, after this point we could not get anyone to come out.  
We started multiple phone calls but did not document several of them.  
However, I started emails to Sales person Craig Scheffler on August 24, 2022 explaining that we needed help. He was always good to reply. That he would help us out. Got us in touch with Chip Muncey. (I have several emails back and forth from Craig that I can supply)  
9/6/2022 We were promised a refund of the 3 months we had paid since our system was not up and running. (Can supply our refund notice if needed) However, to date we have never ever received any refund. We have been told it is due to a delay with Generac.  
Started emails with Chip Muncey starting November 2 2022.-January 11th 2023 (can provide copy of emails if needed). Saying he would look into our refund. However, all emails that I have with him now he keeps putting it off.  
Nothing has been productive.  
My husband also has proof of phone calls to Chip Muncey Nov4, to the Solar Titan office Nov 8 and Dec 7th.  
Danny an installer came out Dec 9th 2022 and finally got the smoke detectors and labeling completed.  
We still are waiting on a Final Inspection and State Inspector visit again.

**Amount involved?** 2747.68

**How did you pay?** Check

**Was this product or service advertised?** Yes

**When** Details listed above

**Where** Details listed above

**What would you like the business to do?** Honestly at this point we would just like a FULL REFUND of all of the monies paid. Plus Solar Titan to come and get all equipment off of our roof and repair any damages done to the roof.

**Is this an Automobile Complaint?** No

<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Customer Care, Chip Mincey, Craig Scheffler, Danny, Ashley
<b>When did you make contact?</b>	Several dates since April 2022 - To date
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes
<b>Enter their name</b>	Martin Slomski
<b>Job Title</b>	Spouse
<b>Phone</b>	(865) 661-0753
<b>Email</b>	msslomski60@gmail.com
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Word of mouth

### Attachments

<b>How many files are you uploading?</b>	4
<b>File #1</b>	<a href="https://stateofennessee.formstack.com/admin/download/file/14016544285">https://stateofennessee.formstack.com/admin/download/file/14016544285</a>
<b>Supporting text about the file#1</b>	email correspondance
<b>File #2</b>	<a href="https://stateofennessee.formstack.com/admin/download/file/14016544287">https://stateofennessee.formstack.com/admin/download/file/14016544287</a>
<b>Supporting text about the file#2</b>	more email correspondance
<b>File #3</b>	<a href="https://stateofennessee.formstack.com/admin/download/file/14016544289">https://stateofennessee.formstack.com/admin/download/file/14016544289</a>
<b>Supporting text about the file#3</b>	more email correspondance
<b>File #4</b>	<a href="https://stateofennessee.formstack.com/admin/download/file/14016544291">https://stateofennessee.formstack.com/admin/download/file/14016544291</a>
<b>Supporting text about the file#4</b>	more email correspondance

### Attestation

<b>Attestation</b>	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: January 16, 2023 5:38 pm  
Browser: Mobile Safari / iOS  
Unique ID: 1057971442

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** Kathy Lynette Wallace

**Age Range** 60 or older

**Are you an active duty service member, military dependent, or retired from active duty military service?** Yes

**Country of Residence** United States

**Complainant Address - United States** 123 Victory Lane  
Gray, TN 37615

**Complainant Phone** (423) 491-1631

**Complainant Email** ladysnickers50@aol.com

### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 414 N Peters Road  
Knoxville , TN 37922

**Respondent County** Knox

**Respondent Phone** (865) 392-1036

### About the Incident

**Incident Date** Aug 25, 2022



**Give a complete statement of the facts,  
with dates**

My 72 year old Mother is also a victim of Solar Titan USA. She and my husband, Randy Salley, signed contracts with the company on August 25, 2022 for panels to be installed with a cost of \$101,500. She is on oxygen 24/7. The representative for Solar Titan, Craig Sheffler, assured us that a backup battery would be installed so Mama always has power for her oxygen concentrator.

I recently had shingles blow off my roof as a result of the panels being installed. I contacted a contractor and paid \$200 to have the shingles replaced on my ridge. The contractor informed me that the installers crushed the roof ridge by walking on it and I would have to have the ridge replaced. Solar Titan trenched my yard to do the install and left conduit sticking out of the ground. I have wires hanging on the side of the house and from the ground by the power pole. An installer was to meet the inspector at my Mothers home. The inspector informed him that he wouldn't inspect the system until it was up and running. This makes total sense!

I'm November, two electricians came out to connect the system. They informed us that the unit couldn't be connected for two reasons: the backup battery wasn't installed and there was NO ground wire run. The electricians informed me that Solar Titan would have to come out and trench the yard AGAIN to install the ground wire before anything else could be done. I drove to Knoxville to talk to the company only to find the office closed and the building up for sale.

As of today, I have made MANY phone calls with NO response. I called the finance company because I couldn't get any response from Solar Titan. The finance company, Mosaic, have me the phone number for the CONTRACTOR. I called the number and only got a voicemail offering discount hotel, car and vacation deals. I have spoken with the BBB, the TBI, Knox County District Attorney General and now have to contact the State Attorney General's office in Nashville. We have already started paying for the solar system. Solar Titan USA is responsible for the repairs to my roof!!!

I'm at my wits end!!! My Mother has worried and cried over this matter. Solar Titan USA has caused so much stress and anger. Can you PLEASE help us????

<b>Amount involved?</b>	101500.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	August 2022
<b>Where</b>	Facebook

**What would you like the business to do?**

I want the company to complete the work and pay for the repairs to my roof ridge that they caused by walking on the ridge. I have an invoice from a contractor that I have paid to do basic roof repairs to prevent leaks.

**Is this an Automobile Complaint?**

No

**Have you contacted the business?**

Yes

**With whom did you speak?**

Numerous different people

**When did you make contact?**

Several calls each month beginning in September 2022

**Is there anyone else with firsthand knowledge of your complaint?**

Yes

**Enter their name**

Penny L Wallace Salley

**Phone**

(423) 741-6863

**Email**

sassypenny65@aol.com

**Have you or the business filed a lawsuit regarding this complaint?**

No

**How did you hear about the Division of Consumer Affairs complaint program?**

Other agency

**Other Agency:**

Tennessee Bureau of Investigation

### **Attachments**

**How many files are you uploading?**

6

**File #1**

<https://stateoftennessee.formstack.com/admin/download/file/14016412253>

**Supporting text about the file#1**

Engineering plan

**File #2**

<https://stateoftennessee.formstack.com/admin/download/file/14016412255>

**Supporting text about the file#2**

Installation Agreement

**File #3**

<https://stateoftennessee.formstack.com/admin/download/file/14016412257>

**Supporting text about the file#3**

Installation Agreement

**File #4**

<https://stateoftennessee.formstack.com/admin/download/file/14016412259>

**Supporting text about the file#4**

Installation Agreement

**File #5** <https://stateoftennessee.formstack.com/admin/download/file/14016412261>

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**Supporting text about the file#5** Invoice for roof repairs

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**File #6** <https://stateoftennessee.formstack.com/admin/download/file/14016412263>

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**Supporting text about the file#6** Panel layout

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**Attestation**

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**Attestation** By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.

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Submission Time: January 16, 2023 3:45 pm  
Browser: Chrome 108.0.0.0 / Windows  
Unique ID: 1057936069

### Consumer Complaint Process - Acknowledgement

Acknowledge

#### Complainant Information

Complainant Name Linda Osipchuk

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? Yes

Country of Residence United States

Complainant Address - United States 506 Barton Shore Court  
Lebanon, TN 37087

Complainant Phone (615) 686-7003

Complainant Email losipchuk@gmail.com

#### Respondent Information

Respondent Name Solar Titan

Respondent Country United States

Respondent Address - United States 414 N Peters Rd  
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email salesforce@solar titanusa.com

## About the Incident

<b>Incident Date</b>	Jan 16, 2023
<b>Category</b>	35 - Home Improvements/Home Repair/Home Warranties
<b>Give a complete statement of the facts, with dates</b>	<p>Last January (2022) we signed a contract with Solar Titan USA out of Knoxville, TN to install 18 generac panels and 1 generac battery pack. The installation happened very quickly however from day one it was clear that it was going to be a tough install. We have had a team from Solar Titan at our house approx 2 times a month from May - Nov 2021 first trying to get our system to pass some state testing. Once it passed the test they came out for the same error every other week. It would work for maybe a couple of days but then fail again, and again. Finally in Nov the system seemed to be working but then we had the big freeze and it stopped working - when I called Solar Titan i was told by customer service that the generac battery does not work in temps below 40 degrees. What??? I couldn't believe it. I asked her to have a team scheduled and to get me a copy of the warranty and of our contract (since we never received the final copies) I never heard a word back from her - i texted someone with their company (Caden) and he called me said he was aware that our system was down since Dec 14 and that he'd have a team headed up by him out there ASAP. Now i cannot get a return call, text, email and no one is answering the phones at the office. We were promised a system up and running in up to 6 months, we were promised an electric bill of \$25 (MTE Minimum) we were promised a great deal and we cannot get a call back. I've since contacted the manufacture via chat and they gave us a list of other contractors but said if the problem isn't generac caused we'd have to pay the contractor. We're paying a mortgage of apx \$250 a month and will start to pay interest in a couple months. we have no idea how to file with the IRS for the \$13,000 we were promised it just a hot mess.</p>
<b>Amount involved?</b>	44000.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	No
<b>What would you like the business to do?</b>	We would like our system and running or for them to take it all down and refund any payments made.
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	No one will call me back
<b>When did you make contact?</b>	Every day this year.

Is there anyone else with firsthand knowledge of your complaint?

Yes

Enter their name

Caden

Phone

(865) 352-3421

Email

salesforce@solar titanusa.com

Have you or the business filed a lawsuit regarding this complaint?

No

How did you hear about the Division of Consumer Affairs complaint program?

Radio/TV/news story

### Attachments

How many files are you uploading?

0

### Attestation

Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 16, 2023 11:56 am  
Browser: Firefox 108.0 / Windows  
Unique ID: 1057850304

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Scott R Brown
Age Range	50-59
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	936 Fawn Cir Dunlap, TN 37327
Complainant Phone	(559) 544-3937
Complainant Email	drb6771@yahoo.com

### Respondent Information

Respondent Name	(Solar Titan USA) unknown
Respondent Country	United States
Respondent Address - United States	936 Fawn Cir Dunlap, TN 37327
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	customercare@solar titanusa.com

## About the Incident

Incident Date	Mar 10, 2022
Category	33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales
Give a complete statement of the facts, with dates	we contracted with solar titan USA for a solar panel/battery system which was only partially installed and never activated. Then the company just stopped the installation and went away. Now the finance company is demanding we make the payments on a system that doesn't work
Amount involved?	41499.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	March 2022
Where	internet
What would you like the business to do?	complete installation or pay for completion
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	unknown
When did you make contact?	numerous times since 9/2022
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Jeffrey Johnson
Job Title	Sales Agent
Phone	(615) 203-4535
Email	drb6771@yahoo.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search

## Attachments

How many files are you uploading? 0



## Attestation

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### Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.

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Submission Time: January 14, 2023 10:14 am  
Browser: Chrome Mobile 102.0.5005.125 / Android  
Unique ID: 1057326262

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name Mike Nusbaum

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military service? Yes

Country of Residence United States

Complainant Address - United States 1236 Kendall Dr  
Clarksville, TN 37042

Complainant Phone (718) 207-6114

Complainant Email miken4688@yahoo.com

### Respondent Information

Respondent Name Solar titan usa

Respondent Country United States

Respondent Address - United States 414 N Peters Rd,  
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email customercare@solarititanusa.com

## About the Incident

Incident Date	Dec 14, 2023
Category	40 - Utilities: Gas/Water/Sewer/Electricity
Give a complete statement of the facts, with dates	<p>Tried to contact this solar company for over a month now no matter what format we use Facebook Twitter email online chat phone. Had a problem with the system and have no one to fix it its still under service from them but can't do anything without them contacting us. We are also trying to sell my house and cannot since the company will now respond. I am active duty army and this is making it impossible for us to ets to my next station. Please help.</p> <p>I also filed complaints with KY attorney General and consumer affairs</p>
Amount involved?	43000.00
How did you pay?	Cash
Was this product or service advertised?	Yes
What would you like the business to do?	Removed the solar system refund me for all the trouble we are going threw and fix the roof where the panels where installed
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	No one responds
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Maria L
Job Title	Realtor
Phone	(931) 472-5175
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio/TV/news story
<b>Attachments</b>	
How many files are you uploading?	0
<b>Attestation</b>	

**Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.

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Submission Time: January 13, 2023 5:28 pm  
Browser: Chrome 109.0.0.0 / Windows  
Unique ID: 1057181766

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Brian Thomas Ailey
Age Range	40-49
Are you an active duty service member, military dependent, or retired from active duty military service?	Yes
Country of Residence	United States
Complainant Address - United States	2209 Alnwick Blvd Maryville, TN 37801
Complainant Phone	(865) 228-8781
Complainant Email	bailey@bcso.com

### Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	PO Box 30059 Knoxville, TN 37930
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	media@solar titanusa.com

## About the Incident

Incident Date	May 04, 2021
Category	40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates**

I wasn't sure what category this is so I selected Utilities. Two representatives, one named Brian Shadowens and another man, from SolarTitanUSA came to my door on 5/4/21. I told them I wasn't interested in purchasing solar panels because we are a one income homeschool family and can't afford them. They were at our house for 3 hours and would not take no for an answer. They played on my veteran status and acted like they were also military veterans and shared the same views and values as me. After 2 hours of wearing us down with what we later found out to be false information, my wife finally told them that we can afford \$258 a month including the panels. The salesmen said that our electric bill would only be \$30 a month with solar and the payment on the panels would be \$227.19 a month. A total of \$257.19 a month. The salesmen told us the solar would keep our house running if there was an electric outage, which is false because we have come to find out that when the power is out so is our solar. They also said that we would be off grid, which is not true because when the grid is down so is our power. They said we really needed to go solar because electric companies rates are expected to rise tremendously in the next 20 years and that we are guaranteed a set payment with solar. They also said we are guaranteed \$9,880 from a solar tax credit that in turn we must pay them to ensure our payment stays at \$227.19 a month for the panels. They assured me there would be no issues getting the refund. When I filed taxes we were only eligible for \$1718 in tax credit, so now my solar payment has been increased to \$305.49 a month, which is \$78.30 more than we agreed upon and can afford. When we finally agreed to purchase the panels after 3 hours of misinformation and persuasion we had to sign everything on a cell phone through docusign as they read to us what we were signing. We were never given time to look over the documents and we were not given a copy of what we signed. All we knew was what we were told. At this point, we thought we made a good decision and something we could afford to invest in our family's future. The panels were installed between June and July 2021 and that is when we started to realize we had been scammed. The installer said that everything that the salesmen promised was wrong and that when the grid is down so is our system because the solar system we purchased requires being hooked up to the grid to be operational. After the installer left, the panels remained nonfunctioning because the electric company was never contacted to change the meter after installation. I found out by receiving extremely large electric bills for the next few months that our system was actually costing us money because we had the wrong meter. The electric company said that they could not give us a credit of the overages we were charged because it was the solar company's fault. The solar company refused to pay for the mistake, so between paying for solar plus normal electric plus the overages from having the wrong meter was causing I was paying over \$600 a month to have electric with no reimbursement. I contacted SolarTitanUSA and told them about what it was costing us and how we were very misinformed and they refused to refund the panels. I later found out and took a screenshot of a free battery promotion they were offering at the same time that I purchased my panels and was not told about at the time of purchase. We paid \$12,500 for a battery they were giving away for

free. Also, the battery is completely useless because the system they sold us shuts down when the power goes out and the battery does not back up our system like they told us it would. We are also missing a critical loads panel they said we needed. When I brought the battery charge to their attention they refused to refund it, but offered an additional battery at no charge. I still have not received this additional battery, which I assume is also useless for the system I purchased since our system is not set up to be backed up by a battery during a power outage. I don't remember the man's name, but I texted back and forth with him and his phone number is 865-606-0561. After our meter was fixed by the power company and getting nowhere with SolarTitan, who I contacted on several occasions with no success because of no record of my previous complaints and the multiple contacts I spoke with no longer worked for the company, I quit trying to contact them. They reached out to me a year later 11/3/22 through email and a man named Joe said Solar Titan is working with Generac, the brand of the solar system, to resolve our manufacturer warranty issues. This came as a shock to us because we gave up on them long ago. I started googling and saw where they are under investigation in several states and now have an F rating on BBB. I also saw where Generac systems are causing house fires, which I found interesting because I have a melted plug from the solar system power cord installed in my home. The man who was sent to service our system 11/9/22 said the entire system had never been up and running since we had it installed over a year prior and that it was wired completely wrong. He also voiced his dissatisfaction with working for the company because the misinformation given to the consumer and the lack of knowledge of the installers and he has to get the brunt of the complaints and fix everything they mess up. He also said he is not surprised they are involved in so many law suits with the unethical way they operate and that its companies like this that give solar a bad name. Since we have had this system, we have paid unreimbursed electric meter overages, had wiring issues that can be a potential fire hazard, our bill is more with the system than it was before it was installed, and there is no benefit as there are no savings and the system doesn't even work if the power is out. SolarTitanUSA has also put a lien on my mortgage that I was not aware of. I want the lien on my mortgage removed. We want the system removed and our home repaired from damage caused by the installation. The contract to be cancelled with no penalty from Sunlight Financial. We ask to be reimbursed the overages we have been charged caused by SolarTitanUSA's mistakes. Also, reimbursed for the payments we have already made on the system as it has never functioned properly.



Amount involved?	38000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	5/4/21
Where	Door to Door (also going solar was really being pushed during this time)
What would you like the business to do?	I want the lien on my mortgage removed. We want the system removed and our home repaired from damage caused by the installation. The contract to be cancelled with no penalty from Sunlight Financial. We ask to be reimbursed the overages we have been charged caused by SolarTitanUSA's mistakes. Also, reimbursed for the payments we have already made on the system as it has never functioned properly.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Ernie (the salesmen that sold us the system had already left the company) (When Ernie didn't follow up I reached out again and found out he also left the company) (Everytime I call back the person I talked to prior has left the company)
When did you make contact?	9/29/21
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Multiple
Job Title	Everytime I would call to follow up the person I spoke with no longer works there
Email	media@soltartitanusa.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Internet search
<b>Attachments</b>	
How many files are you uploading?	8
File #1	<a href="https://www.formstack.com/admin/download/file/14006074229">https://www.formstack.com/admin/download/file/14006074229</a>

<b>Supporting text about the file#1</b>	Solar Titan USA Text Communication
<b>File #2</b>	<a href="https://www.formstack.com/admin/download/file/14006074231">https://www.formstack.com/admin/download/file/14006074231</a>
<b>Supporting text about the file#2</b>	Lien put on my home by Solar Titan USA I was unaware of
<b>File #3</b>	<a href="https://www.formstack.com/admin/download/file/14006074233">https://www.formstack.com/admin/download/file/14006074233</a>
<b>Supporting text about the file#3</b>	Email I sent about Solar battery promotion I was not told about.
<b>File #4</b>	<a href="https://www.formstack.com/admin/download/file/14006074235">https://www.formstack.com/admin/download/file/14006074235</a>
<b>Supporting text about the file#4</b>	Email requesting Copy of signed sales agreement SolarTitan would not provide
<b>File #5</b>	<a href="https://www.formstack.com/admin/download/file/14006074237">https://www.formstack.com/admin/download/file/14006074237</a>
<b>Supporting text about the file#5</b>	Request to remove solar panels that was never answered or followed up and the salesman copied was undeliverable as he no longer worked for the company
<b>File #6</b>	<a href="https://www.formstack.com/admin/download/file/14006074239">https://www.formstack.com/admin/download/file/14006074239</a>
<b>Supporting text about the file#6</b>	Sunlight Financial Loan Terms we were not able to read this at the time of signing because we were esigning from a cell phone with the salesmen reading to us
<b>File #7</b>	<a href="https://www.formstack.com/admin/download/file/14006074241">https://www.formstack.com/admin/download/file/14006074241</a>
<b>Supporting text about the file#7</b>	we were told at time of purchase that our bill would be no more than \$30 a month with solar panels
<b>File #8</b>	<a href="https://www.formstack.com/admin/download/file/14006074245">https://www.formstack.com/admin/download/file/14006074245</a>
<b>Supporting text about the file#8</b>	Communication with the electric company.
<b>Attestation</b>	
<b>Attestation</b>	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: January 13, 2023 4:45 pm  
Browser: Chrome Mobile 108.0.0.0 / Android  
Unique ID: 1057169343

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Roksolana Pohorilets
Age Range	50-59
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	1710 Flagstaff ct Louisville, KY 40223
Complainant Phone	(502) 907-9227
Complainant Email	Pohoriletsa@gmail.com

### Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	414 N Peters Rd, Knoxville, TN 37922 Knoxville, TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Email	info@titansolarpower.com

## About the Incident

Incident Date Jan 01, 2023

Category 35 - Home Improvements/Home Repair/Home Warranties

Give a complete statement of the facts, with dates We got a solar system installed back in July of 2022, and it still has yet to be up and working. We tried contacting them several times, but phone is disconnected and they are not responding to emails. Have read recent reviews that the company is having troubles

Amount involved? 37000.00

How did you pay? Other

Was this product or service advertised? Yes

When Most of the year

Where All over online

What would you like the business to do? Reimbursement, and or fix the issue

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? Staff memebbers

When did you make contact? All through the year since September

Is there anyone else with firsthand knowledge of your complaint? No

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Internet search

## Attachments

How many files are you uploading? 0

## Attestation

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